Nelson Community Branch and Administration Office 501 Vernon Street. PO Box 350

Nelson, BC V1L 5R2 t. 250.352.7207 f. 250.352.9663

Canada Post Labour Disruption – What It Means for You

We want to keep you informed: Canada Post could potentially be experiencing a labour disruption, which may cause delays in mail delivery. If you're expecting mail from us, we understand this may be frustrating—and we're here to help you stay connected to your finances with as little disruption as possible.

Here are some helpful tips and answers to common questions:

Switch to Online Banking and Our Mobile App

Stay in control, wherever you are. With online banking and our mobile app, you can:

- Check your account balances and transactions anytime
- Pay bills and send e-Transfers
- · Deposit cheques from home
- Access your statements digitally

These tools are designed to give you peace of mind and convenience, especially during times like this.

Set Up Preauthorized Debits

Avoid late fees and simplify your monthly routine by setting up automatic payments for regular bills such as:

- Hydro
- Strata fees
- Car insurance
- Memberships
- Property taxes
- Rent
- Credit card payments

Preauthorized payments can also help you build and maintain a strong credit score.

Set Up Direct Deposit

While Canada Post has committed to continuing delivery of government benefit cheques (like Canada Child Benefit, OAS, and CPP), delays are still possible. Direct deposit is a faster, safer way to receive:

- Paycheques
- Pension and disability payments
- · Government benefits



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Need a Copy of Your Statement?

If you're not enrolled in online banking, you can still get your statement:

- Visit your branch or
- Call us at 1.877.352.7207

What Are eStatements/eDocuments?

These are digital versions of your statements or tax documents, available through online banking. You can view, download, or print them anytime. If you need help accessing them, we're just a call or visit away.

Waiting for a New or Replacement Debit Card?

Please visit your nearest branch and we'll be happy to issue you a new card on the spot.

🏠 💼 Mortgage & Investment Renewals

If you're expecting a renewal letter for your mortgage or investment, we want to ensure you're informed and supported. Contact a member of our team to walk you through your renewal options and timelines.

Small Business Solutions

Looking for short-term funds transfers needs or payment solutions, please reach out to a small business advisor.

We know disruptions like this can be stressful, but you're not alone. Our team is here to support you with personalized service and solutions that work for you. If you have any questions or need help setting up any of the services mentioned above, please don't hesitate to reach out.

Regards,

Your Nelson & District Credit Union Team